The Pima County Attorney’s Office provides victim services regardless of race, color, national origin including persons with limited English proficiency, sex, religion, disability, age, and genetic information. If you believe that the Pima County Attorney’s Office has discriminated against you, you can find information about how to file a complaint at: www.pcao.pima.gov/CivilRightsComplaint.aspx.
What is Domestic Violence?

- Has your intimate partner ever pushed, slapped, hit or hurt you in some way?
- Has your intimate partner ever hurt or threatened you?
- Has your intimate partner ever forced you to do something you did not want to?
- Is there anything that goes on at home that makes you feel afraid?
- Does your intimate partner prevent you from eating or sleeping, or endanger your health in other ways?
- Has your intimate partner ever hurt your pets or destroyed your clothing, objects in your home, or something you especially cared about?
- Has your intimate partner taken the children without permission, threatened to never let them see you again, or otherwise harmed them?

It is helpful to record the name of the agencies and people you speak with. It can help you in tracking contacts, and may assist you in remembering details during a difficult time.
Public Assistance

Offender Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona Center for Mind/Body Therapy</td>
<td>721-2464</td>
</tr>
<tr>
<td>Aztec Counseling Services</td>
<td>297-1923</td>
</tr>
<tr>
<td>Cactus Counseling Associates</td>
<td>798-3659</td>
</tr>
<tr>
<td>Casa Paloma</td>
<td>882-0820</td>
</tr>
<tr>
<td>Center for Life Skills Development</td>
<td>229-6220</td>
</tr>
<tr>
<td>Counseling and Consulting Services</td>
<td>882-0090</td>
</tr>
<tr>
<td>Our Family Center</td>
<td>323-1708</td>
</tr>
<tr>
<td>Fuerza Y Esperanza Counseling Services</td>
<td>295-0999</td>
</tr>
<tr>
<td>Marana Health Center</td>
<td>682-4111</td>
</tr>
<tr>
<td>Next Step Counseling</td>
<td>747-0405</td>
</tr>
<tr>
<td>Portable Practical Education Preparation</td>
<td>792-5704</td>
</tr>
<tr>
<td>Primavera Center (job assistance)</td>
<td>623-5111</td>
</tr>
<tr>
<td>Reflection Family Services</td>
<td>795-0981</td>
</tr>
<tr>
<td>Ronstadt and Richeson Counseling</td>
<td>917-0149</td>
</tr>
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Domestic Violence is a pattern of coercive control that one person exercises over another in order to get their way. Abuse is a behavior that compels another person to behave in ways that they do not freely choose, which arouses fear, and is emotionally or physically harmful.
Safety Planning

Emergency Contact: ________________________________
Telephone Number: ________________________________

Safety When Abusive Partner Is Home
- Stay out of rooms with no exit
- Avoid rooms that may have weapons
- Select a code that alerts friends and children to call police
- Leave a suitcase and checklist items with a friend
- Stay near a phone

When Abusive Partner Has Moved
- Obtain an Order of Protection (page 5 and 6)
- Change locks on doors and windows
- Insert a peephole in the door
- Screen calls and block your number for outgoing calls
- Get a 911 cell phone
- Notify your landlord and neighbors of the situation and ask that they call 911 if they see the abusive partner around the house

Safety at Work
- Notify your employer of the situation
- Give a photo of the abuser and a copy of the protection order to security, receptionist, front desk staff
- Screen your calls
- Have an escort to your car or the bus
- Carry a noisemaker/personal alarm
- Keep a 911 cell phone in your car

Protecting Children
- Plan and rehearse an escape route with your children
- If it is safe teach them a code word to call 911
- Notify school personnel who the children can be released to
- Give a copy of the protective order and a photo of the abusive partner to the school
- Warn school personnel not to give out your personal information

Food/ Diapers
- AFL-CIO Services (food boxes, utility service for union members) 751-9672
- Catholic Social Services 623-0344
- Hands of Hope (diapers, maternity clothes, prenatal care) 622-5774
- Greater Littletown Resource Group (Food-County residence) 574-2263
- Giving Tree Outreach Program 320-5437
- New Life Resource Center (diapers, maternity clothes) 889-8225
- Lutheran Social Ministries (food boxes, diapers) 748-2300
- Pima County Community Services Department 724-7650
- Reachout (diapers, Formula, baby items) 321-4300
- Community Foodbank of So AZ 622-0525
- Women’s Pregnancy Center (diapers) 325-6041

Resources for Older Adults
- Adult Protective Services (24 hours) 872-9000
- Senior Resource Network 623-9383
- Administration of Resources and Choices 327-8250
- Elder Shelter 566-1919
- Pima County Reverse Mortgage Program 327-8250
- Elder Abuse Support Services 327-2665
- Pima Council on Aging (Advocacy, Omsbudsman, etc.) 790-7262

Assistance with Pets
- Hermitage Cat Shelter 571-7839
- Safe Haven Animal Shelter 327-6088
- Animal League of Green Valley 625-3170

Victim Services Division 724-5525
Public Assistance

Parenting Education
The resources listed below can offer assistance to parents who are facing challenging situations with their children. The offer support, counseling, and education.

Department of Child Safety (Family Support Services) 505-3464

Parent Aid (weekly in-home visits) 798-3304

Parent Connection (parenting classes, playgroups, support groups) 321-1500

Childcare Resources
Child Care Resource & Referral 325-5778
Parent’s Anonymous 319-1040

Financial Assistance
Arizona Department of Economic Security (DES)
Financial Assistance Hotline 855-432-7587
https://des.az.gov

(CES has multiple offices in Pima County, must call to find out which office to go to based on your location)

City of Tucson Housing Programs 791-5262
Social Security Tucson Office 88 W 38th St #100 800-772-1213
Crime Victim Compensation (counseling, lost wages, funeral expenses, medical bills) 724-5525

When Preparing to Leave

Identification
- Drivers license
- Children's birth certificates
- Your birth certificate
- Social Security Cards
- Welfare Identification
- Medical Insurance Cards

Money
- Cash and Bank Cards
- Credit Cards
- Savings Account information
- Checkbook

Legal Documents
- Lease/Rental Agreement or Deed to House/Property
- Car Registration and Insurance Papers
- Health and Life Insurance
- Medical Records for you and your children
- School and Shot Records
- Work Permits/Green Cards/Visas
- Passport
- Divorce Papers
- Custody Papers

Other Items
- Keys to House, Car and Safety Deposit Box
- Medications
- Jewelry
- Address Book
- Phone Card
- Pictures of You, Your Children and the Abusive Partner
- Children’s small toys
- Toiletries/Diapers
- Clothing
- Pets

Things to Do When Preparing to Leave
- Open a bank account in your name
- Get a Post Office Box
- Keep a copy of your Order of Protection with you at all times
- Keep emergency phone numbers and 911 cell phone with you
Power and Control in Domestic Violence

The Power & Control Diagram is a particularly helpful tool in understanding the overall pattern of abusive and violent behaviors, which are used by batterer to establish and maintain control over his partner. Very often, one or more violent incidents are accompanied by an array of these other types of abuse. They are less easily identified, yet firmly establish a pattern of intimidation and control in the relationship.

Community Resources

Community Shelters

Women and Children
Casa De Los Niño's (children under 9) 624-5600
Center for Juvenile Alternatives (teens 12-17) 670-9040
New Beginnings (24 hours) 323-1708 ext. 103
Reunion House (teens 12-17) 323-1708 ext. 146
Salvation Army Hospitality House (24 hours) 622-5411

Men
Church on the Street 312-0967
Gospel Rescue Mission (24 hours) 740-1501
Primavera Shelter 623-4300
Salvation Army Shelter (24 hours) 622-5411
Traveler's Aid 505-4152

Rent/Mortgage/Utilities
AZ Housing & Prevention Services (rent, mortgage, utilities) 498-4613
Chicanos Por la Causa (employment, mortgage, rent, utilities) 882-0018
Project P.P.E.P (rent, utilities) 622-3553
Marana Healthcare Center (utilities) 682-4111
Northwest Interfaith (rent, utilities, door locks, prescriptions) 297-6049
Pima County Emergency Assistance (rent, utilities-County) 243-6688
Salvation Army (rent, utilities, food boxes) 294-5224
St. Vincent de Paul Society (or contact local Catholic parish) 622-2822
Tucson Indian Center (rent, utilities for Native Americans) 884-7131
Tucson Urban League (rent, utilities-city residents only) 791-9522
City of Tucson Housing Programs 791-5262
Wings of Freedom Transitional and Permanent Housing 881-2663

Victim Services Division 724-5525
Physical and sexual assaults, or threats to commit them, are the most apparent forms of domestic violence and are usually the actions that allow others to become aware of the problem. However, regular use of other abusive behaviors by the batterer, when reinforced by one or more acts of physical violence, make up a larger system of abuse. Although physical assaults may occur only once or occasionally, they instill threat of future violent attacks and allow the abuser to take control of the woman’s life and circumstances.

**Isolation:** Controlling what s/he does, who s/he sees and talks to, what s/he reads, and where s/he goes. Limiting outside involvement. Using jealousy to justify actions.

**Minimizing, Denying, and Blaming:** Making light of the abuse and not taking his/her concerns about it seriously. Saying the abuse didn’t happen. Shifting responsibility for abusive behavior. Saying s/he caused it.

**Using Children:** Making him/her feel guilty about the children. Using the children to relay messages. Using visitation to harass him/her. Threatening to take the children away.

**Economic Abuse:** Preventing him/her from getting or keeping a job. Making him/her ask for money or giving an allowance. Taking his/her money. Not letting him/her know about or have access to family income.

**Male Privilege:** Treating him/her like a servant; making all the big decisions, acting like the “master of the castle,” being the one to define men’s and women’s roles.

**Coercion and Threats:** Making/carrying out threats to do something to hurt him/her. threatening to leave, commit suicide, or report him/her to welfare. Making him/her drop charges or do illegal things.

**Intimidation:** Making him/her afraid by using looks, actions, and gestures. Smashing things. Destroying her property. Abusing pets. Displaying weapons.

Restraining Orders

Order Of Protection
This type of court order is intended to prevent acts of domestic violence. An Order of Protection can be requested if:

- Married or Divorced
- Living together now or in the past
- Family member
- Have had child together, or one of the parties is pregnant
- Dating or were dating

There is no fee to file an order of protection, or to serve the order.

Injunction Against Harassment
This type of court order prohibits a person from harassing another person or business. This type of order can be requested if:

- Neighbor
- Co-worker
- Stranger

A waiver may be requested if the requesting party cannot afford fees associated with Injunction against Harassment.

All Restraining Orders
- Plaintiff/Victim can complete the application to request an order by going to AZPOINT.azcourts.gov. This is a user friendly website that can be access via mobile phone or any internet capable device.
- You will need to create an account using a safe email address. If you do not have a safe email address you can create one for free using Yahoo Mail, Gmail, Hotmail or other free email portal.
- Your AZPOINT Login ID: __________________________________
- Your AZPOINT Login Password: ____________________________
- Your application will be saved in the AZPOINT Cloud for 90 days before you will need to see a judge or start a new application.
- You will be notified via this email address regarding the status of your order being served or if the defendant is contesting the order.

Counseling/ Mental Health

| Arizona Children’s Association | 622-7611 |
| Catholic Social Services | 623-0344 |
| Center for Life Skills Development | 229-6220 |
| AVIVA Children’s Services | 327-6779 |
| Community Partnership of Southern Arizona | 325-3069 |
| Elder Shelter & Later Life DV Services | 566-1919 |
| Esperero Family Center | 326-8424 |
| Our Family Center | 323-1708 |
| Help On Call | 323-9373 |
| Jewish Family and Children’s Services | 795-0300 |
| La Frontera | 838-3804 |
| Las Familias | 327-7122 |
| Oasis Center | 626-2051 |
| Our Family Center (24 Hour) | 323-1708 |
| U of A Counseling Services | 621-3334 |
| Reflection Family Services, Inc. | 795-0981 |
| Southern Arizona Center Against Sexual Assault | 327-7273 |
| Southern Arizona Child Advocacy Center | 724-6600 |
| Southern Arizona Mental Health Center (24 hour) | 617-0043 |
| Su Voz Vale/ Your Voice Counts | 327-1171 |
| Tu Nidito (grief counseling) | 322-9155 |
| SAAF Anti-Violence Project (24 hour) | 624-1779 |
| YWCA Women’s Counseling Network | 884-7810 ext. 109 |

Victim Services Division 724-5525
Domestic Violence Services

Shelters and Safe Houses
Elder Shelter DV  566-1919
Emerge! Center Against Domestic Abuse  795-4266 or  1-888-428-0101
(TTY 795-3177)
Emerge! Linea de Español  573-3637
SAAF LGBT Hotline  1-800-553-9387
Komckud Ki: —Tohono O’Odham Nation
(safe house)  1-866-666-4889
Genesis House  648-3589
(Green Valley/Sahuarita)

Domestic Violence Advocacy
National DV Hotline  1-800-799-SAFE
Emerge! Center Against Domestic Abuse  881-7201
Emerge! Linea de Español  573-3637
DMAFB Family Advocacy  228-2104
Casa Community Services (Green Valley)  344-8890
Pima County Attorney’s Office Victim Services Division  724-5525
Tucson Indian Center  884-7131
Tohono O’Odham Nation, Prosecutor’s Office  303-4590
SAAF LGBT Hotline  1-800-553-9387
Administration of Resources and Choices Elder Abuse  623-9383
Community Outreach for the Deaf  792-1906

Immigrant Services
Pima County Bar Association  623-4625
Southern Arizona Legal Aid  623-8258
Mexican Consulate  882-5595
Jewish Family and Children’s Services of Southern AZ  795-0300
Lutheran Social Ministry of the Southwest  748-2300

Pima County Attorney’s Office

All Restraining Orders Cont.
• After you complete your AZPOINT application, take the code you were provided to the courthouse to finish the process.
• Your AZPOINT completed application code: ____________________
• To be in effect, the defendant named in the order must be physically served with the document by a law enforcement officer or process server.
• Effective for one year from the date of service.
• To renew, you must reapply at the appropriate court before the year expires.
• Orders/Injunctions are independent of the “conditions of release” imposed by a judge on a defendant in a criminal case.
• Defendant may be arrested if the order is violated.
• Orders prohibit the defendant from contacting the plaintiff/victim.
• The defendant has the right to contest the order and be heard by a judge. The court will notify you, the plaintiff/victim of any hearing date and time. Remember to keep your contact information updated in the AZPOINT portal/with the courts.
• If you do not appear at the hearing where the defendant is contesting the order, the order will be dismissed.
• Only a judge can modify or dismiss a restraining order.

Where to obtain a restraining order

<table>
<thead>
<tr>
<th>Pima County Superior Court</th>
<th>Pima County Justice Court</th>
</tr>
</thead>
<tbody>
<tr>
<td>110 W. Congress</td>
<td>240 N Stone</td>
</tr>
<tr>
<td>724-3210 (M-F, 8-5)</td>
<td>724-3122 (M-F 8:30-4:30)</td>
</tr>
<tr>
<td>(For cases with a pending divorce or paternity action, or if you plan to file within 30 days)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Marana Municipal Court</th>
<th>Green Valley Justice Court</th>
</tr>
</thead>
<tbody>
<tr>
<td>11555 W. Civic Center Drive</td>
<td>601 N La Canada (Green Valley)</td>
</tr>
<tr>
<td>382-2700 (M-F, 8-4)</td>
<td>520-648-0658 (M-F, 8-4)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tucson City Court</th>
<th>Sahuarita Municipal Court</th>
</tr>
</thead>
<tbody>
<tr>
<td>103 E. Alameda</td>
<td>360 W Sahuarita Center Way</td>
</tr>
<tr>
<td>791-4971 (M-F, 8-5)</td>
<td>520-344-7150 (M-F, 8-4)</td>
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<tr>
<td>Oro Valley Magistrate Court</td>
<td></td>
</tr>
<tr>
<td>11000 N. La Canada</td>
<td></td>
</tr>
<tr>
<td>229-4780 (M-F, 8-5)</td>
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</tr>
</tbody>
</table>

Jail and Court Information

What happens when a person is arrested?

After arrest, the person is transported and booked into the Pima County Jail. The law requires that the person appear before a judge within 24-hours of the arrest. This initial appearance can occur within just a few hours depending on the time of day the person was arrested. At the initial appearance, the judge will:

- Inform the arrestee of the charges;
- Set the arrestee’s conditions of release and appoint counsel if necessary; and
- Decide if the arrestee should be held in jail, released after posting a bond, released on their own recognizance, or released to a third party such as Pretrial Services.

A victim has the right to express to the court their feelings, concerns and opinions about the arrestee’s release. The victim can attend the Initial Appearance and tell the judge if the victim would like the defendant held or released from custody. At that time, the victim may share any concerns about security and safety. The victim may also request that the arrestee have no contact with them or their family, and not be permitted to come to the victim’s residence or workplace. A Pima County Attorney will be present at the initial appearance and will be available to assist. Pretrial Services will make every effort to contact you prior to the initial appearance to ask for input regarding the defendant’s release. If you have not been contacted within two hours of the hearing you are encouraged to contact Pretrial Services at 351-8282. If a victim would like to be notified if the defendant is released from jail, they must contact Inmate Records at 351-8200 (24 hour phone line.)

Initial appearances are held two times each day:

- At 9:00 a.m. Initial Appearances are held at the Pima County Jail Complex located at 1801 S Mission.
- At 8:00 p.m. Initial Appearances are held at the Pima County Jail Complex located at 1801 S Mission.

Usually, those defendants arrested between the hours of 7:30 p.m. and 7:30 a.m. attend the 9a.m. court session. Those arrested between the hours of 7:30 a.m. and 7:30 p.m. usually attend the 8p.m. session. There may be times when the defendant is seen earlier or later, dependant upon the individual circumstances of the arrest.

Juvenile Cases

All Juvenile Cases are handled at the Pima County Juvenile Court Center located at 2225 E. Ajo Way. If the defendant is a Juvenile and has been physically arrested (not cited and released) the victim may attend the Juvenile Detention Hearing:

- Monday through Friday, Juvenile Detention hearings are held at 2:30 p.m. The victim may call 724-2991 between 8 a.m. and 5 p.m., and ask to speak to a Victim Advocate to give input about release.
- On weekends, Juvenile Detention Hearings are held at 10 a.m. Call 724-2003 to give input.

Jail/Court Directory

| Tucson City Court         | 103 E. Alameda | 791-4971 |
| City Prosecutors Office   | 103 E. Alameda, 5th Floor | 791-4104 |
| South Tucson Prosecutor’s Office | 103 E. Alameda, 5th Floor | 729-2424 |
| City Victim Assistance    | 103 E. Alameda, 5th Floor | 791-5483 |
| VINE (City of Tucson victim notification services) | 800-721-7937 |
| Pima County Justice Court | 240 N Stone     | 724-3171 |
| Pima County Superior Court| 110 W Congress  | 724-3210 |
| Pima County Attorney’s Office | 32 N. Stone     | 724-5600 |
| Pima County Jail          | 351-8311       |
| Pre-Trial Services        | 724-3310       |